**IT PROFESSIONAL**

**CURRICULUM VITAE**

**DEVAIAH P**

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--------------------------------------------------------------------------------------------------------------------------OBJECTIVE:We are committed to delivering an effective and efficient support service, helping customers optimise the benefits derived from our solutions.

**PROFESSIONAL PROFILE**

* Working as a **Customer care Associative / Technical Support** with **Indian School of Business Management and Administration, Hyderabad** From **August 2013 to Till Date**.

Skills: People Management, Planning, Foster Teamwork, Giving Feedback, Customer Service,

Self-Motivated, Energy Level, Multi-tasking, Resolving Conflict, Verbal Communication.

**ROLES & RESPONSIBILTY**

* Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
* Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
* Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
* Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients.
* Research required information using available resources.
* Follow standard processes and procedures.
* Identify and escalate priority issues per Client specifications.
* Redirect problems to appropriate resource.
* Accurately process and record call transactions using a computer and designated tracking software.
* Offer alternative solutions where appropriate with the objective of retaining customers’ and clients’ business.
* Organize ideas and communicate oral messages appropriate to listeners and situations.
* Follow up and make scheduled call backs to customers where necessary.
* Stay current with system information, changes and updates.

**EDUCATION QUALIFICATION:**

* MCA from JNTU, Hyderabad with 78% 2012
* BSC {Electronics} from RAMAKRISHNA DEG&PG College, Karimnagar (A.P) with 84% in 2009

**ACCOMPLISHMENTS:**

* SSC School Topper
* Class Representative
* Maintaining Distinction Throughout the Academics
* AAGAMA2K11 (National Level Fest) Coordinator of MCA Department
* IBM Certified Academic Associate - DB2 9 Application Fundamentals
* Successfully coordinated health awareness seminars for employees from various organizations.

**PERSONAL ATTRIBUTS:**

* A mature and presentable appearance.
* Reasonably aggressive to enforce the implementation of services, policies and procedures.
* Good negotiation skills to be able to handle the employees' complaints and ensure

positive results.

**I.T SKILLS:**

* MS Office applications (Word, Excel, PowerPoint)
* JAVA, ORACLE, SQL, MYSQL, DB2,HTML, JAVASCRIPT, XML, CSS
* WINDOWS OPERATING SYSTEMS.
* HARDWARE CONFIGURATION, CCNA, MCSE, LINUX, FIREWALLS

**HOBBIES:**

* Browsing, Travelling.
* Physical fitness, Playing games.

**PERSONAL PROFILE:**

NAME : DEVAIAH P

DOB : 08/12/1988

ADDRESS : HYDERABAD

NATIONALITY : INDIA

PASSPORT NO : K4187646

PASSPORT VALID : UPTO 2022

JOINING : IMMEDEATE

Thanking You,

Place: Hyderabad

Date: Yours faithfully,

Devaiah P